

ABSTRACT OF THE DISCLOSURE

A knowledge automation engine used to detect product issues on products. A knowledge automation engine may evaluate a check against one or more facts to detect a product issue. Facts used by the knowledge automation engine may include product configuration facts. A check may include one or more rules and reference one or more product check matrixes of facts, such as, but not limited to, identifiers for product packages and patches to be used by a check. As packages and/or patches become available for a product, they may be added to a product check matrix for the product. The packages and patches may be added to the database using predefined associations. The check may use the product check matrix to update packages and/or patches (including adding new packages/patches and removing old packages/patches) on a product accessible by the knowledge automation engine.